

CAMBRIDGE CONSUMERS' COUNCIL



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www.cambridgema.gov/consumer

City of Cambridge

Serving the
residents of:
Cambridge

Dear Consumer:

The Cambridge Consumers' Council works in cooperation with the Massachusetts Attorney General's Office in investigating and monitoring consumer problems and complaints. We seek to identify trends that indicate unfair or illegal business practices for possible intervention by the office of the Attorney General.

The Consumers' Council also directly intervenes to assist in the resolution of consumer/business disputes so that neither party needs to pursue formal legal action. As a follow up to your recent inquiry, we have enclosed a **Consumer Complaint Form**. In order to process your complaint properly and begin mediation, we need your cooperation in filling out the complaint form as *thoroughly, accurately and legibly* as possible.

Please keep in mind the following before returning the **Complaint Form** to our office:

1. Include your most recent mailing address and phone number where you can be reached during the day.
2. State both the problem and the specific action you are seeking clearly.
3. When describing your complaint, attempt to set up a timeline that includes important dates (i.e. date of purchase, date of cancellation, date of repair, etc).
4. Be sure to attach copies of any contracts, work orders, repair orders, bills, receipts, advertisements, or any other documentation that may be relevant in evaluating your complaint.
PLEASE DO NOT SEND ORIGINALS!
5. Please be sure to sign your complaint form!

Upon receipt, your Complaint Form will be reviewed by a staff mediator who will either contact you to request additional information or follow up with you concerning any new developments in the case. If our mediation efforts are not successful, you will be offered other guidance as to how you can solve your dispute. Thank you for your cooperation and we look forward to hearing from you soon.

Sincerely,
The Cambridge Consumers' Council

The Cambridge Consumers' Council does not discriminate on the basis of disability. The Consumers' Council will provide auxiliary aids and services, written materials in alternative formats, and reasonable modifications in policies to persons with disabilities upon request.